

RTU4BUSINESS

Reduce the Use: Business Direct Install Program

Version 12112012

REDUCE™
THE USE
South Carolina

RTU4Business.com

Reduce the Use: Business

CONTENTS

SECTION 1 INTRODUCTION.....	1-1
1.1 PROGRAM OVERVIEW.....	1-1
1.2 CONTACT INFORMATION.....	1-1
1.3 MANUAL USE AND ORGANIZATION.....	1-1
SECTION 2 ELIGIBILITY REQUIREMENTS.....	2-1
2.1 CUSTOMER ELIGIBILITY	2-1
2.2 LIGHTING ASSESSMENT AND MEASURE ELIGIBILITY	2-1
2.3 PROGRAM TIMELINE.....	2-2
2.4 REBATE INFORMATION	2-2
2.5 TERMS AND CONDITIONS.....	2-2
SECTION 3 PROGRAM PARTICIPATION PROCESS	3-1
3.1 PARTICIPATION PROCESS DETAILS	3-1
3.2 CUSTOMER AND CONTRACTOR COMPLAINTS	3-3
APPENDIX A FREQUENTLY ASKED QUESTIONS	APP-A-1
APPENDIX B CUSTOMER AGREEMENT	APP-B-1
APPENDIX C SANTEE COOPER ENERGY EFFICIENCY PROGRAMS	APP-C-1
APPENDIX D SAMPLE SANTEE COOPER ELECTRIC BILL	APP-D-1

1.1 PROGRAM OVERVIEW

Santee Cooper is pleased to offer its 2013 Commercial Direct Install Program. This program promotes the implementation of lighting energy conservation measures in eligible businesses by providing no-cost lighting system assessments to eligible customers and rebates to cover approximately 65% of the installation cost for the customer. Rebates are paid directly to pre-approved contractors (Direct Install Contractors). Eligible conservation measures (detailed later) include the following:

- T8 fluorescent fixtures
- Occupancy sensors (wall and ceiling mounted)
- T5 fluorescent fixtures
- Hard-wired and permanent CFL fixtures
- LED exit signs
- ENERGY STAR or DLC approved LED fixtures

1.2 CONTACT INFORMATION

Questions about the program can be directed to Santee Cooper via:

- Web: www.ReducetheUse.com
- Telephone: (843) 347-3399 ext. 3910
- Toll-Free Fax: (855) 505-5061
- Email: commercial.energy@SanteeCooper.com
- Mail: Santee Cooper Commercial Custom Rebate Program
1229 38th Ave North, #112
Myrtle Beach, SC 29577

1.3 MANUAL USE AND ORGANIZATION

This program manual is designed for use by Santee Cooper customers and Direct Install Contractors. The manual outlines the rules and requirements of the Commercial Direct Install Program, and is organized as follows:

- Section 2 – Addresses customer and measure eligibility and rebate information
- Section 3 – Outlines program participation steps
- Appendix A – Frequently Asked Questions

- Appendix B – Customer Agreement
- Appendix C – Summary of Santee Cooper Efficiency Programs for Commercial Customers
- Appendix D – Sample Customer Bill

2.1 CUSTOMER ELIGIBILITY

To participate in the Commercial Direct Install Program, a customer must be served by Santee Cooper's General Service (GA) rate schedule. In addition, the facility must meet the following criteria:

- Facility was built in 2007 or earlier
- Facility has not had a lighting system upgrade completed within the last three years
- Leased or rented facilities must have written owner approval

Customers can verify their rate schedule by looking on a recent bill. A sample bill is included in Appendix D. Customers with questions regarding their account should contact the Santee Cooper Program Administrator or their Santee Cooper Energy Advisor.

Santee Cooper retains the right to make final determination of customer eligibility.

2.2 LIGHTING ASSESSMENT AND MEASURE ELIGIBILITY

Customers will be provided a no-cost walk-through assessment of their lighting system to identify opportunities for system improvements that are eligible for the Direct Install Program. Assessment results will be documented in the project's Lighting Workbook that is submitted to Santee Cooper as part of the program participation process.

To be eligible for Direct Install Program rebates, all equipment must meet the following eligibility requirements:

- Linear fluorescent lamps must be rated at 80 CRI or higher and 90 lumens or higher per watt with ballasts having a power factor of at least 0.9 and a total harmonic distortion of less than 20%
- HID fixtures are eligible if they are ceramic metal halides or pulse start metal halides
- LED fixtures (except exit signs) must be UL-rated and approved by either ENERGY STAR, the Design Lights Consortium (DLC), or have Santee Cooper's written approval prior to purchase and installation
- Retrofits involving de-lamping are eligible provided that the capability to re-install additional lamps into a fixture is eliminated and accompanied by an upgrade to new qualifying lighting equipment at the same time
- Equipment must be new and installed in a workmanlike manner that meets or exceeds all applicable codes and regulations
- Occupancy sensors must be permanently installed, and may be wall, fixture, or ceiling-mounted – occupancy sensors must be passive infrared, ultrasonic, or dual technology sensors

- Replaced equipment must be disposed of in accordance with local, state, or federal codes and regulations and cannot be re-installed elsewhere
- All equipment must be installed and operational

Other measures may be eligible under other programs (visit reducetheuse.com or see Appendix C), but equipment may not be used to obtain rebates across multiple Santee Cooper programs. Rebates may not exceed the total non-discounted project cost.

2.3 PROGRAM TIMELINE

The 2013 Commercial Direct Install Program is available from January 1, 2013 to November 30, 2013, and project applications will be processed on a first-come, first-served basis while funding is available. Once all available funds are committed, subsequent applicants may elect to be placed on a waiting list if more funding is made available. Assessments must be performed, measures purchased and installed, and all project applications must be received complete with all required supporting documentation by November 30th, 2013 to be eligible for rebates during the 2013 program year.

2.4 REBATE INFORMATION

Rebates will be paid directly to the Direct Install Contractor completing the project installation, according to the Commercial Direct Install Rebate Schedule. Rebates may not exceed the total non-discounted project cost.

It is anticipated that the rebate should cover approximately 65% of the total eligible non-discounted project cost. The customer will be solely responsible for payment to Contractor for the balance of the project cost, which may be higher than 35% of the total eligible non-discounted project cost. These figures are merely an estimate of the rebate to be paid.

Customers will be subject to a maximum rebate cap of \$5,000 per meter base per program year.

2.5 TERMS AND CONDITIONS

Customer program terms and conditions are located in the Santee Cooper Direct Install Program Customer Agreement.

Direct Install Contractor terms and conditions are located in the Santee Cooper Direct Install Contractor Participation Agreement.

3.1 PARTICIPATION PROCESS DETAILS

This section provides information on participation in the Commercial Direct Install Program. The following list of steps is visually represented in Figure 3-1.

1a. Customer Path 1: Customer Requests No-Cost Assessment

Upon learning of the availability of Direct Install Program from any one of a variety of sources, a customer may call or email Santee Cooper to request a no-cost walk-through assessment of their lighting system. Customers must complete and sign the Direct Install Customer Agreement (as shown in Appendix B), where the customer will indicate if they:

- a) Already have a participating Direct Install Contractor to work with,
- b) would like a list of all participating Direct Install Contractors to contact directly, or
- c) would like to have a Direct Install Contractor assigned to them to complete the assessment.

Customers requesting a Contractor be assigned to them will have a Direct Install Contractor chosen on a rotating basis. **Contractors are expected to contact referred customers within three business days to schedule the walk-through assessment.**

Upon being assigned a customer who has contacted Santee Cooper directly, Direct Install Contractors may request that the customer be passed on to another Contractor in the queue. Excessive numbers of refusals by a Contractor will be treated as non-participation and may be considered grounds for removal from the Direct Install Program.

1b. Customer Path 2: Contractor Identifies Eligible Customer

Direct Install Contractors are expected to perform their own marketing and outreach efforts, which Santee Cooper will support with marketing materials such as brochures and case studies. When Direct Install Contractors identify potentially eligible customers, they should verify eligibility with the customer prior to conducting the no-cost lighting assessment of the facility.

2. Perform Assessment and Submit Customer Agreement and “As Planned” Lighting Workbook

Once the customer has agreed to have an assessment performed, the Contractor may perform the assessment.

Note that for situations in which the Direct Install Contractor first identifies the opportunity with an eligible customer, there is no need to obtain pre-approval from Santee Cooper to perform the assessment. It is expected that in many cases the assessment may be performed during a Direct Install Contractor’s initial visit to a prospective customer, thereby eliminating the time and effort associated with obtaining

pre-approval to perform the assessment and multiple visits to the premises to obtain permission from the customer, perform the assessment, etc.

The Direct Install Lighting Workbook, a computer spreadsheet file, which is available to Direct Install Contractors via email from Santee Cooper, serves as the project application for the Direct Install Program. The assessment results will be included in the Lighting Workbook, as well as customer information (needed to verify eligibility) and Contractor information. This compilation makes up the “As Planned” Lighting Workbook which is then submitted by the Direct Install Contractor to Santee Cooper.

Contractors are expected to submit the assessment results whether or not the customer proceeds with installation. Santee Cooper is interested in tracking all aspects of the program, and identifying numbers of and reasons for assessments that do not proceed to installation will be important factors in on-going program improvement.

In addition to the Lighting Workbook, the contractor must have the customer complete the Direct Install Customer Agreement (provided in Appendix B) prior to any eligible lighting upgrade work being initiated. The completed and signed Customer Agreement must be submitted with the “As Planned” Lighting Workbook.

The entire assessment/application process is streamlined to enable Contractors to move from *prospective customer* to “As Planned” *Lighting Workbook* in a single visit to a potential program participant. While confirming customer eligibility can represent a small time commitment, contractors in Direct Install programs typically become very proficient at identifying qualifying customers and often can do so with a brief conversation with a prospective customer at the initial visit.

3. Review Lighting Workbook, On-Site Inspection, Send Notification

Santee Cooper will review all project applications. Customer eligibility will be verified at this time if not previously verified.

A pre-installation site inspection may also be conducted at this step. If requested by Santee Cooper, Direct Install Contractors and customer applicants must allow reasonable access during normal business hours to the equipment being considered for rebates.

A pre-approval notice will typically be provided to Contractors within two business days of complete project application submittal. Because of the possible pre-installation inspection that may be conducted during this period, Contractors are not allowed to begin work until pre-approval is obtained. Should they begin work and an inspection be requested, the project may not be eligible for participation in the program. An estimation of the Direct Install rebate will be included with the notification.

4. Perform Work, Submit “As Installed” Lighting Workbook, Invoice Customer

Upon receipt of the Pre-Approval Notice, Direct Install Contractors may proceed with purchase and installation of approved measures. The “As Installed” Lighting Workbook, which will include the actual equipment installed at the facility, should be emailed to

commercial.energy@santeecooper.com. The Contractor should prepare an invoice for the customer showing (1) the original non-discounted amount the Contractor is charging, which should be in close agreement with the Contractor Cost Survey originally submitted with the Contractor's RFQ response, (2) the amount of the Direct Install rebate consistent with the Commercial Direct Install Rebate Schedule, and (3) the resulting total owed by the customer. A copy of the invoice must be submitted with the "As Installed" Lighting Workbook.

5. Process Lighting Workbook, On-Site Inspection

The submitted documentation will be reviewed and invoices will be validated. Phone surveys may be conducted with the customers. A post-installation inspection may be scheduled at this step. Customers and Contractors must facilitate access during normal business hours to the equipment being considered for rebates if this inspection is requested. The results of this post-installation inspection may affect project approval and rebate amounts if discrepancies are discovered between observation and the "As Installed" Lighting Workbook details.

6. Receive Rebate Check

Contractors should allow 45 days following submission of the "As Installed" Lighting Workbook, including all required supporting documentation, to receive their rebate check. Should Contractors not receive their rebate check or other project related communication from Santee Cooper in the timeframe stated above or should they have any concern at any time throughout the application process, they are encouraged to email commercial.energy@santeecooper.com or call (843) 360-2410.

7. Allow Reasonable Access to Rebated Equipment for Follow-Up Inspection

Similar to the post-installation inspection that may be performed during the application review process, Santee Cooper may wish to conduct follow-up quality control after disbursement of rebates. Customers agree to allow Santee Cooper reasonable access during normal business hours for up to two years following receipt of rebates. These follow-up inspections are aimed at overall program performance, will be performed after disbursement of rebate checks.

3.2 CUSTOMER AND CONTRACTOR COMPLAINTS

Santee Cooper wishes to maintain the highest level of both customer and contractor satisfaction with Direct Install Program.

Customers who wish to dispute any decision or action performed by Santee Cooper or Santee Cooper Direct Install Contractors during the course of processing project applications should contact the Reduce the Use Customer Service Center at (843) 347-3399 x3910 or commercial.energy@santeecooper.com.

Direct Install Contractors who wish to dispute any decision or action performed by Santee Cooper during their participation should contact commercial.energy@santeecooper.com or call (843) 360-2410.

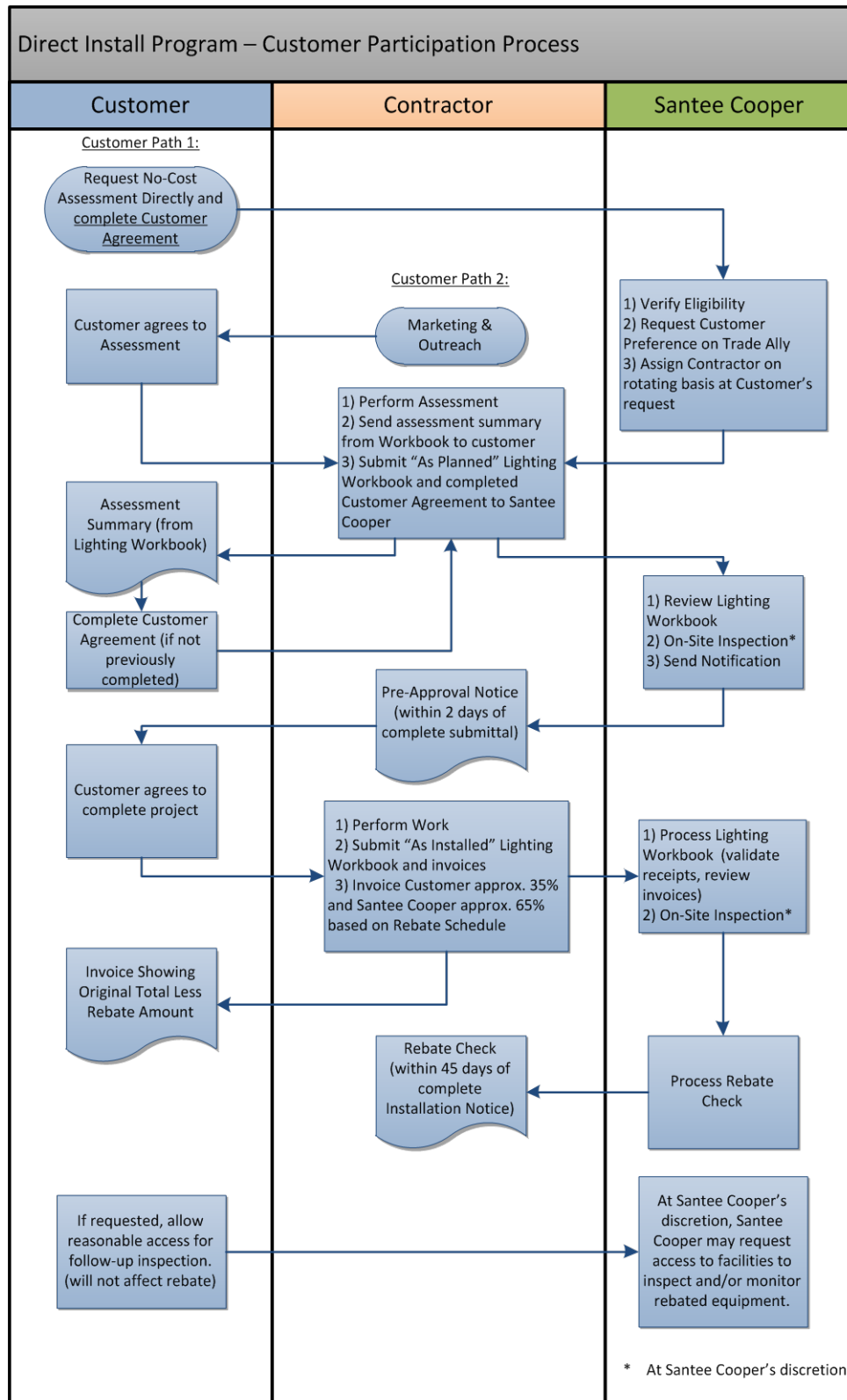


Figure 3-1: Participation Process

- **Which facilities are eligible for this program?**

Facilities owned or operated by a Santee Cooper customer who is served by Santee Cooper's General Service (GA) rate schedule. In addition, the facility must meet the following criteria:

- Facility was built in 2007 or earlier
- Facility has not had a lighting system upgrade completed within the last three years
- Leased or rented facilities must have owner's written approval

- **When will I receive my rebate from Santee Cooper?**

After an eligible measure is installed and the completed project application ("As Installed" Lighting Workbook) and final documentation is received, you should receive your rebate within approximately 45 days.

- **What if I am installing a measure in a leased property and my tenant is responsible for the electric bill?**

Customer eligibility is based on the facility's rate schedule and not building ownership, but landlord approval is required.

- **How long will this program be available?**

Direct Install Program is available from January 1, 2013 to November 30, 2013. Project applications for this program year must be received no later than November 30, 2013. Santee Cooper reserves the right to cancel or modify the program at any time.

- **Is the rebate amount exactly equal to 65% of the total project cost?**

No, Santee Cooper will pay rebates to all Direct Install Contractors according to the Commercial Direct Install Rebate Schedule, regardless of the amount submitted by Contractors on the Contractor Cost Survey and regardless of the total project cost.

It is anticipated that this rebate should cover approximately 65% of the total eligible non-discounted project cost. The customer will be solely responsible for payment to Contractor for the balance of the project cost, which may be higher than 35% of the total eligible non-discounted project cost. These figures are merely an estimate of the rebate to be paid.

This Appendix includes the Customer Agreement, which is required to be completed and signed prior to initiating work on any eligible lighting upgrades.



General Information

Important: This Customer Agreement Form must be submitted and approved by Santee Cooper to request a no-cost walk-through lighting system assessment and to be eligible for discounted lighting system improvement costs offered by pre-approved Direct Install Contractors. Please allow seven (7) days for this application to be processed. Ineligible or incomplete applications will not be accepted. Complete program rules and eligibility requirements are provided in the *Commercial Direct Install Program Manual* available at www.reducetheuse.com.

Business name (as it appears on Santee Cooper Bill)

Santee Cooper Account number(s) where assessment to be performed

Address where assessment to be performed

City

State

Zip

Federal Tax ID Number (must be 9 digits) ☐ Corporation ☐ Partnership ☐ Sole Proprietor/Individual ☐ LLC ☐ Other: _____
Business Classification (Check ONE). Required for all businesses, including non-profits

Customer contact name

Contact phone number

Contact fax number

Contact Email

Building owner (if different)

Owner phone number

Owner fax number

Owner Email

Ownership status: ☐ Own ☐ Lease/Rent If lease or rent, remaining term length: _____

Occupied last 12 months: ☐ Yes ☐ No If no, number of months vacant : _____

Contractor Preference: ☐ I have a preferred Direct Install Contractor (provide Contractor name): _____

☐ I would like a list of pre-approved Direct Install Contractors to select from and contact myself

☐ I would like to have a Direct Install Contractor assigned to me and contact me directly to schedule my assessment

How did you hear about Santee Cooper's Direct Install Program?

Building Information

Has the facility ever had a lighting upgrade: ☐ Yes ☐ No ☐ Don't know

If yes, how many years ago : _____

Building size (sq. ft): _____

Year built: _____

Terms and Conditions

Santee Cooper is implementing the Commercial Direct Install Program to provide qualifying customers a no-cost walk-through assessment of their lighting system and rebates paid directly to participating Direct Install Contractors to reduce the cost of eligible lighting equipment. The following terms and conditions apply to the program:

1. To participate in the Direct Install Program, customers must:
 - a. Be a current Santee Cooper non-residential retail electric customer on a General Service (GA) rate schedule.
 - b. Submit this agreement prior to initiating any eligible lighting upgrades.
 - c. Submit a Lighting Workbook for the project prior to upgrade work and receive written approval from Santee Cooper before beginning work.
 - d. Have an approved Direct Install Contractor install qualifying equipment.
2. By participating in Santee Cooper's Direct Install Program, customers must abide by these terms and conditions, as well as any specific terms and conditions in applicable program forms and catalogs.
3. Santee Cooper retains the right to make final determination of customer eligibility. Qualifying equipment as defined in the Direct Install Program Manual must be purchased and installed between January 1, 2013 and November 30, 2013.
4. Failure to provide any of the required information, including signatures, forms, or other requested documentation, will result in the return of the project application (Customer Agreement and/or Lighting Workbook).
5. One rebate check will be issued per approved project application (Lighting Workbook) as specified in the application.
6. Pricing offered by Direct Install Contractors will be valid for sixty (60) days following Santee Cooper's written approval of a project application (Lighting Workbook).
7. Qualifying equipment as defined in the Direct Install Program Manual receiving rebates under the program may not receive rebates under any other Santee Cooper programs.
8. Customers will be limited to \$5,000 in rebates per meter base for measures installed and project applications (Lighting Workbook) submitted between January 1, 2013 and November 30, 2013 under the Direct Install Program. Customers will be limited to a combined overall rebate cap of \$300,000 per facility from participation in all Commercial Rebate energy efficiency programs offered by Santee Cooper. For the purposes of Santee Cooper's energy efficiency programs, a customer facility is defined as one or several contiguous or adjacent buildings owned or operated by a single customer. Santee Cooper and its agents will not be responsible for any tax liability imposed on the customer as a result of the payment of rebates.
9. Santee Cooper, at its sole discretion, reserves the right to inspect the associated facility prior to or after approving the Project Application (Lighting Workbook) to confirm facility or measure eligibility, or to verify appropriate measure installation. The inspection may include a telephone survey and/or site visit. Customers must allow Santee Cooper and its sub-contractors reasonable ingress and egress from the relevant facility during normal business hours for inspection purposes. Discrepancies from information listed on application or incorrect measure installation may delay or stop rebate payment. Failure to allow inspections shall void all rebate applications.
10. For Program quality control, Santee Cooper, at its sole discretion, may conduct site visits and/or telephone surveys to evaluate and/or monitor the rebated measures at any time up to two years after work is completed. Such visits may include the installation of temporary monitoring equipment. Customers must allow Santee Cooper reasonable ingress and egress from the associated facility during normal business hours for these evaluations and/or monitoring equipment installations.
11. Santee Cooper makes no representations and provides no warranty or guaranty with respect to the design, manufacture, construction, safety, performance or effectiveness of the newly installed measures, including any warranties of merchantability or fitness for a particular purpose. Responsibility for delivery and workmanship related to any measures or services the customer procures exclusively rests with the contractor or retailer selected by the customer. Santee Cooper assumes no responsibility for oversight of contractor services.
12. Santee Cooper will pay rebates to all contractors according to the Commercial Direct Install Rebate Schedule, regardless of the total project cost. This rebate should cover approximately 65% of the total eligible non-discounted project cost. The customer will be solely responsible for payment to contractor for the balance of the project cost, which may be higher than 35% of the total eligible non-discounted project cost. Project rebates may not exceed 100% of the eligible project cost.
13. Santee Cooper reserves the right to change or cancel this Rebate Program or its terms and conditions at any time.

Customer Signature

Under penalties of perjury, I hereby certify by my signature below that:

- I have read and understand all Terms and Conditions of this form and the customer eligibility, measure eligibility, and participation procedures for Santee Cooper's Commercial Direct Install Program in the Program Manual.
- I certify as the customer of record or the customer's authorized representative that all the information contained within this agreement is true and factual.
- I am 1) providing a correct taxpayer identification number on this form, 2) not subject to backup withholding, and 3) am a US person (including US Resident Alien).
- The undersigned applicant shall defend, protect, indemnify and hold harmless Santee Cooper, Nexant Inc., and their respective board members, officers, directors, managers, associates, related firms and entities, employees, servants, and agents of (the "Indemnified Parties") against all claims, losses, expenses, damages, demands, judgments, causes of action, suits, and liability of every kind and character whatsoever ("claims") arising out of or incident to, or related in any way to, directly or indirectly, participation in the Commercial Direct Install Program; provided however, that applicant shall not be required to indemnify and hold harmless any Indemnified Party member against claims adjudicated to have been caused by their gross negligence or willful misconduct.

Business Name _____

Signature _____

Date: _____

Name (please print) _____

Title _____

Please note that the federal government may require that a 1099 be issued to you, the customer, for the rebate amount paid to your contractor. Please consult with your tax professional for tax implications.

For More Information. For more information about Commercial Direct Install Program, customer or measure eligibility, rebates, or other Santee Cooper programs please contact us:

- Online at www.reducetheuse.com
- By phone at (843) 347-3399 x3910
- By email at commercial.energy@santeecooper.com

SEND COMPLETED CUSTOMER AGREEMENTS TO:

Santee Cooper Commercial Direct Install Program

1229 38th Avenue North, #112

Myrtle Beach, SC 29577

Fax: (855) 505-5061

Email: commercial.energy@santeecooper.com

Santee Cooper offers a range of energy efficiency programs designed to help commercial customers save energy and money. Technical assistance and/or rebates are available for eligible customers. A summary of available commercial energy efficiency programs is provided below. Additional information regarding eligibility requirements, rebates, and participation processes is available at www.ReducetheUse.com or by contacting the Santee Cooper Program Administrator.

Commercial Prescriptive Program

The Commercial Prescriptive Program promotes the purchase and installation of industry-proven, high-efficiency equipment. Rebates serve to reduce the initial capital cost of high-efficiency equipment, thereby making the high-efficiency equipment a more attractive option for customers. Rebates are available for qualifying lighting, HVAC, building envelope, and refrigeration measures.

Commercial Custom Program

The Commercial Custom Program provides a comprehensive platform for cost-effective, commercial energy efficiency projects not addressed by the Commercial Prescriptive Program or other commercial programs offered by Santee Cooper.

Commercial Direct Install Program

The Commercial Direct Install Program promotes the implementation of lighting energy conservation measures in eligible businesses by providing no-cost lighting system assessments to eligible customers and rebates should cover approximately 65% of the installation cost for the customer.

Refrigerator Rebates

The Refrigerator Rebate program provides incentives for recycling functioning pre-1993 refrigerators and for purchasing new ENERGY STAR refrigerators.

Sample Santee Cooper Electric Bill

The following sample electric bill highlights the location of the rate class information to verify eligibility for the Direct Install Program, as well as customer account number information to be included in the Direct Install Customer Agreement and Lighting Workbook.

		3541110000000000000000110053
SANTEE COOPER PO BOX 188 MONCK'S CORNER, SC 29461-0188	ACCOUNT NUMBER 3541110000	PLEASE PAY BY 09/23/2010
		AMOUNT DUE \$110.05
<p>Any Business 123 Anywhere St. Anywhere Town SC 29575-4833</p>		AMOUNT PAID <hr/>
Please make checks payable to SANTEE COOPER		
Detach this stub and return with your payment. See back for payment options.		<input type="checkbox"/> Check here for address change, comments. <input type="checkbox"/> If you would like to sign up for Autopay, Please write on the reverse side and return.

Bill Date: 09/08/2010 Any Business 123 Anywhere St. Anywhere Town SC 29575-4833	Previous balance 694.11 Payments received -694.11 Electric Service Commercial 110.05 Total Charges \$ 110.05
---	--

123 Anywhere St., Anywhere Town, SC 29575

GA-GN Electric Service Commercial from 8/9/10 through 9/8/10 for 31 days

Meter Number	Previous Meter Read Date Reading	Current Meter Read Date Reading	Usage / Consumption
LT3E19117	8/8/2010 27715	9/8/2010 28765	1050 KWH

Usage At-A-Glance
KWH

Month	Usage (KWH)
Sep	~1050
Aug	~1050
JUL	~1050
JUN	~1050
MAY	~1050
APR	~1050
MAR	~1050
FEB	~1050
JAN	~450
DEC	~150
NOV	~150
OCT	~250
Sep	~600

Electric Service Commercial
Service from 8/9/10 - 9/8/10

Customer Charge	10.00
Energy charge	96.08
Fuel Adjustment	-3.72
Demand Sales Adjustment	-0.46
Sales Tax	8.15
Total New Charges	110.05
Electric Amount	\$110.05